Policies For Migrating From Corel Office to Microsoft Office

Policy Summary

From January 1999 through May of 1999 the Information Technology Policy and Strategy Committee received a sub-committee report and held numerous discussions with regard to migrating agencies in the the executive branch of state government from the Corel Office Suite to the Microsoft Office Suite. Please find below a summary of those actions followed by documents and extracts from ITPSC minutes.

The policies adopted are summarized as follows:

1. Adopt MS Word 97 and Excel 97 as data exchange standards in July 1999.

2. Migrate all state users to Version 8.0 of WordPerfect or to MS Word 97 by July 1999.

3. Drop maintenance for Corel products as soon as the agency has migrated to WordPerfect Version 8.0 or a timely commitment to switch to MS Word 97 is expected.

4. Most MS Word 97 licenses should be acquired through the normal rotation of PCs. A Microsoft Select Agreement will be negotiated with one or more resellers. Many needed Microsoft licenses will be acquired through the Select Agreement.

6. Migrate all users fully to Office by July 1, 2002.

Item 1 of the policy was revised in May 1999 to the following:

After July 1, 1999 Corel 8.0 users will continue to save and transmit documents in Corel WordPerfect version 8.0 native format until it has been replaced with Word 97 or Word 2000. Note: However, item six deadline for full conversion still holds with this change.

The first document found below was the report from the Office Software architecture component team's presentation to the ITPSC in January 1999.

Information Technology Policy and Strategy Committee

Office Applications Task Force Recommendations

January 21, 1999

Background

Over the last several months a task force, initially headed by Chris Winslow and now by Harold Carpenter, and made up of agency IT managers, has been evaluating benefits and costs of moving to the Microsoft Office suite of applications as our standard for office applications in executive branch agencies of the State of Utah. The Task Force has now completed their work and prepared a set of recommendations, which have been approved by the Task Force, and the IT Managers sub-committee of the ITPSC. Included in the materials under this tab are a discussion of the findings and recommendations of the Task

Force. Harold Carpenter, from the Division of ITS, will be in attendance to provide an overview of the recommendations and lead the discussion.

Recommended Action:

Committee members should read the included discussion materials and be prepared to discuss the recommended transition to Microsoft Office. We anticipate that following the discussion it would be appropriate for the Committee to take action to approve or disapprove this recommendation.   The Committee also may wish to provide further direction or guidance to agencies in the implementation of these recommendations.

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CIO's Architecture Component Team for
"Office Software"
Report to ITPSC dated January 1999

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Background:

de-facto standard

For a number of years Corel Office Software has been an important de-facto standard at the State of Utah. For all intents and purposes Corel has been the State's single source supplier for word processing. Some State agencies also use Corel database, spreadsheet and presentations products.

re-assess commitment to Corel

Recent cutbacks in Corel development and support staff makes one question the long-term viability of these products. We are fairly confident that Corel will finish Version 9 of their Office Suite. After that it becomes pretty iffy. In addition, Corel is in a precarious financial situation. Furthermore, it is becoming increasingly difficult to share information using Corel products because so many organizations the State must communicate with have adopted Microsoft as a standard. All of these factors add up to a need for the State to re-assess the commitment to Corel.

defacto industry standard

Microsoft Office has become the defacto office suite standard throughout the World. The only practical alternative to Corel is Microsoft. There is already widespread use of Microsoft Office products such as MS Access and MS Excel by State agencies. If the State moves completely to Microsoft Office, the big change for most agencies will be the migration from WordPerfect to MS Word.

investigate what the State should do

It appeared to the State CIO that an on-going commitment to Corel may cause serious problems for the State in a few years. Based on this understanding the CIO charged Chris Winslow of the Department of Health to lead a team to investigate what the State should do to elevate concern about what, if anything, the State should do. Recently Chris has left State employment and Harold Carpenter of Information Technology Services accepted responsibility to complete the work started by Chris.

Recommendation:

The State should begin a gradual move away from Corel to Microsoft Office products to be completed no later than July 2002. This would allow agencies to acquire needed software in a variety of ways described below.

data exchange standards

Compatibility of Corel and Microsoft products has been a serious problem for anyone trying to exchange information via E-mail. Historically Microsoft products have done a poor job of reading anything but Microsoft formats. Apparently the newest Microsoft products can read WordPerfect formats but this will probably not always be the case. Corel, on the other hand, has always made an effort to read and write a variety of non-Corel formats, although recently exchanging MS Word and Excel files using older versions of WordPerfect or Quattro Pro has been problematic. In order to facilitate improved exchange of information and positioning the State to Migrate to Microsoft Office products, the Committee recommends that MS Word 97 *Version 8.0* and MS Excel 97 *Version 8.0* be adopted as State data exchange standards effective July 1, 1999.

WordPerfect Version 8.0

The first step for most agencies to fully migrate to Microsoft Office products will likely be upgrading older versions of WordPerfect to WordPerfect *Version 8.0. Version 8* is Year 2000 compliant and can produce MS Word *97 Version 8.0* files for data exchange. Older versions of WordPerfect are not Year 2000 compliant and can not reliably read or write MS Word *version 8.0* files. The Committee is not recommending that later *versions* of WordPerfect be deployed, therefore, maintenance on Corel products should be dropped as soon as an agency has upgraded to *Version 8.0.*

migrate to Microsoft Office before July 1999

Rather than migrating to WordPerfect Version 8.0, some agencies may choose to migrate to Microsoft Office before July 1, 1999. The Committee considers this to be an acceptable solution. There will be greater short-term impact on agencies using this approach — more intensive short-term training will be required. However, in the long-run total training cost may be reduced by moving more quickly to Microsoft Office. Whether going directly to Microsoft Office or transitioning to Microsoft by upgrading to WordPerfect *version 8,* agencies will likely have to come up with the money to make changes out of existing budgets.

Microsoft Select Agreement

The Committee attempted to negotiate favorable State pricing for Microsoft products. A *Microsoft Select Agreement* has been negotiated whereby the State will receive the "very best pricing" for Microsoft products.   In this agreement the State will be eligible for Select Schedule D pricing for all products, including desktop applications, desktop operating systems and selected server products.

In addition Microsoft has agreed to allow the State to acquire up to 16,000 copies of Microsoft Office as Version upgrade pricing regardless of what the desktop product may be currently installed. This pricing is usually only available when a customer can demonstrate that they have an earlier version of one or more Microsoft products installed on desktop. The 16,000 version upgrade licenses are reserved for state agencies only. Other political sub-divisions will be required to meet the normal criteria for version upgrade pricing. See attachment #1 - Schedule of Pricing.

The final agreement will <u>not</u> be between the State and Microsoft. One or more resellers, see attachment #2 - Large Account Resellers, have been authorized to administer Microsoft Select Agreements. The State will competitively bid the administration of the Select agreement among the Large Account Resellers identified by Microsoft. The actual price state agencies will pay through the agreement will likely be a few percentage points below what is shown on the schedule. The select agreement guarantees Schedule D

pricing for eighteen months. After the eighteen months the State and other political sub-divisions purchasing product through the agreement may have to pay more. Pricing to the State would be raised to a level appropriate to the volume of product being acquired. If pricing is too low the Select Agreement, in its entirety, could be canceled.

Added service (consulting and training) as well as price could be a determining factor in the selection of the reseller(s) chosen to administer the Microsoft Select Agreement. Some direction from the IT Managers is needed to determine how much service should be considered in this process.

approach training needs in a variety of ways

The agencies of State Government may approach training needs in a variety of ways. The Department of Corrections addresses much of their training through an internal training group and will probably develop an internal training curriculum for MS training. ITS will probably address most of its MS training needs through brown bag lunches. A small percentage of ITS staff will be sent to formal training provided through a private provider.

The Department of Human Services feels the need to provide third-party training to all of the Department's 4,000 employees. They anticipate that various agencies require different degrees of training.   In discussions with Executrain, it was recommended that an 80-20% rule would apply. That is, 80% of employees will require a half-day training session to help them become familiar with the new features and functions in the new software (WordPerfect 8.0 or WORD 97). The 20%, power users, will require a full day to a day and a half of training. Not taking into account a potential volume discount, Executrain is willing to provide the half-day training for $ 35.00 per student. This price includes a manual. The full day training session would cost $ 60.00 per student Again, this price includes the manual.

Executrain is willing to provide a mobile training unit that could provide training outside the Wasatch front area. The cost is the same as stated above with the addition of per diem and expenses. Executrain is willing to negotiate volume discounts and is currently on state contract.

no concurrent licenses

One of the disappointments in the negotiations with Microsoft was an unwillingness to license concurrent use of software products. Microsoft's response to the State's desire to have concurrent licensing was the concessions they made on Version Update pricing for the Office Suite. Repeated attempts to get Microsoft to allow concurrent licensing brought the same response "no concurrent licenses".

half price licenses for home use

Some concessions were made by Microsoft on home use licensing. The Committee asked for the same arrangement we currently has with Corel whereby a home use license is provided free as long as a office license exists. Microsoft responded by offering the State half price licenses for home use. Keep in mind though, Microsoft licenses software to the computer and if you are using a portable computer that you use at home and in the office, you're covered.

maintenance on Microsoft software doesn't make sense

Signing up for maintenance on Microsoft software doesn't make sense. Under the proposed Select Agreement a customer must sign up for a minimum of two years. The two-year cost of maintenance for Office 97 is $224 per license. The cost of a version upgrade is $161 (these costs will be a few percentage points lower from the reseller that ultimately gets a contract). In any event, it clear that version upgrades are much more cost effective than maintenance. It appears that Microsoft is really trying to discourage maintenance in favor of version upgrades.

acquire desktop licenses through PC upgrades

The most cost effective way to migrate to Microsoft Office may be to acquire needed licenses at the time new PCs are acquired by the agency. The Microsoft Office '97 Small Business Edition is included in most Micron configurations at no cost. There are a few configurations that do not have any software except the O/S. These are usually called "Lite" editions of a product line (Mostly laptops). If a configuration has Office '97 SBE, it can be upgraded to Office '97 Professional for an additional $199, which would be a few dollars less (10%-15%) than it would cost through the select agreement. SBE is also distributed with Dell and Gateway computers. Compaq does not ship SBE with any of its computers but resellers have expressed a willingness to meet competitors offering. It is conceivable that an agency could acquire needed Microsoft licenses in this manner and actually reduce expenses by dropping maintenance on Corel licenses. The down side to this approach is the migration to MS Office would probably have to be staged over at least three years. Some agency plans call for the replacement of PCs over a three-year cycle. Using this approach would also require agencies to operate in a mixed environment where some employees would be using MS software and other would be using Corel software.

assumed that a migration to MS Office will come out of existing budgets
It is assumed that a migration to MS Office will come out of existing budgets. If the State's decision maker's want to move all agencies down a path to new technology at relatively the same time, consideration needs to given to funding such initiatives on a statewide basis rather than having each agency fend for themselves. Those initiatives that impact all state agencies; could be budgeted, funded, scheduled and implemented on a statewide basis. Otherwise, agencies (both large and small) that are unable to absorb these "transitions" in their department budgets will be at various levels of implementation.

A rapid deployment of MS Word at the Department of Human Services would cost $485,000 based upon an upgrade cost of $320,000 for MS Word 97 licenses and $165,000 to train 4,000 people. This would have a major impact on the Department's budget considering the Department currently pays for 967 concurrent Corel licenses at 11.58 per copy/quarter, yearly total $44,791.44.

A rapid deployment for the entire State could cost two to three million dollars. Obviously the Year 2000 problem is the State's priority IT issue and funding Statewide requests for migrating to MS products will not be given much consideration in 1999. Even so, some committee members would like to see the State

consider one time funding in July of 2000, perhaps to fund the final migration from Corel to MS. There is some concern that Statewide funding would encourage less diligent effort on the part of the agencies and unneeded licenses may be acquired. Agencies might deploy suites when an upgrade of word processing would be sufficient. There could be a perception that the State was paying the bill rather than the agency.

Summary

In the long run, it will the cost State considerably more for Microsoft products than we are currently paying for Corel but considering the risks with continuing with Corel the committee recommends going forward with a gradual migration. The least costly approach will be to:

·   Adopt MS Word 97 and Excel 97 as data exchange standards in July 1999.

·   Migrate all state users to Version 8.0 of WordPerfect or MS Word 97 by July 1999.

·   Maintenance for Corel products should be dropped as soon as the agency has migrated to WordPerfect Version 8.0 or a timely commitment to switch to MS Word 97 is expected.

·   Most MS Word 97 licenses should be acquired through the normal rotation of PCs.

·   A Microsoft Select Agreement will be negotiated with one or more resellers.

·   Many needed Microsoft licenses will be acquired through the Select Agreement.

The following discussion and action was extracted verbatim from:

INFORMATION TECHNOLOGY POLICY AND STRATEGY COMMITTEE MINUTES held on January 21, 1999, Utah State Capitol - Governor's Board Room.

5. OFFICE APPLICATIONS TASK FORCE RECOMMENDATIONS B Harold Carpenter (Item VI, Tab 5)

The task force has been working on determining the issues and costs related in transitioning from Corel Office Suite Applications to Microsoft Office Applications. The task force was originally chaired by Chris Winslow and is now chaired by Harold Carpenter.

Corel has made some changes that have raised some long-term concerns about their future viability. The task force has decided to recommend that the state gradually migrate to using Microsoft products. Two actions are being recommended to agencies: to migrate directly to Microsoft or to upgrade to Corel WordPerfect 8, which is compatible with Microsoft products. The task force is recommending that beginning in July of 1999, Microsoft products such as Word 97 and Excel 97 be used as data exchange standards for e-mail.

To facilitate the change, the task force has been looking at a couple of options. One suggestion is to work with PC manufacturers who provide small business versions of Microsoft Suite. The migration to Microsoft would then occur during the normal rotation of PCs. They are also working on an agreement with Microsoft. Unfortunately, Microsoft no longer offers concurrent licensing and their maintenance price is too high to be considered; they are much more expensive than Corel. Harold said that they anticipate the state will make a complete migration to Microsoft in about three years (July 2002), though it is possible that circumstances may change so that a migration is not necessary. ITS does not plan to migrate until after the year 2000. GroupWise will continue to provide e-mail support.

The financial impact of the transition is yet to be determined. There are some hidden costs such as training and rewriting macros, which will be involved. The agencies should be encouraged to gradually

migrate with PC turnover to help defray these costs. Dave suggested that perhaps the group should send a letter to the Legislative Fiscal Analysts and the Governor's Office of Planning and Budget outlining the recommendations and costs anticipated. There should not be any short-term financial impact. An RFP is out to select a reseller; the state contract has a volume commitment that seems excessive, though it is hard to determine what the volume will be at this point in time. Updated versions of Corel and Microsoft might cause further problems in conversion. It is a difficult issue, however, and though the transition may be difficult, it may be necessary to do.

Motion: Dave moved to adopt the task force recommendations to move the document interchange format to Word 97 next year and to gradually transition to Microsoft as the Office Suite standard by 2002. The Component IT Technical Architecture Team will be assigned to make analysis of new versions of the desktop products, compile estimated costs from agencies and help revisit the issues to ensure this is the right direction to go (Alan Carlsen will make sure the group knows of their assignment.) GaeLyn DeLand seconded the motion.

THE MOTION PASSED WITH ALL VOTING IN FAVOR.

On May 7, 1999 a change to this policy was proposed following testing of WordPerfect 8.0 interoperability with MS Word 2000. The tests indicated that Word 2000 did a much better job of converting WordPefect 8.0 than previous WordPerfect versions. The following proposal was presented to the ITPSC to modify the original January policy.

Information Technology Policy and Strategy Committee

Office Applications Recommendations
Proposal For Revision

May 7, 1999

Background

The office applications task force recommendations provided a clear positive direction for transitioning from Corel/WordPerfect office applications to the Microsoft Office Suite. A revision to one element of the Office Applications policy as approved by the ITPSC is requested. The current policy states: "adopt MS Word 97 and Excel 97" as data exchange standards in July 1999. The policy also calls for migrating all state users to Version 8.0 of WordPerfect or MS Word 97 by July 1999. There is no change requested to the latter policy statement since its implementation is essential to cost reduction and easing the transition process while the state continues in a dual WordPerfect/Word environment.

Recommended Action:

Committee members should review the included documents and be prepared to discuss the recommendation. We anticipate that following the discussion it would be appropriate for the Committee to take action to approve or disapprove this recommendation.

Recommendation:

After July 1, 1999 Corel 8.0 users will continue to save and transmit documents in Corel WordPerfect version 8.0 native format until it has been replaced with Word 97 or Word 2000.

Rationale:

No additional training or new action is required for Corel WordPerfect version 8.0 users to continue to save documents in their native formats since the "save" feature defaults to that format. Saving a Corel 8.0 document in MS Word 97 format requires an added step for the user.

MS Word 97 has a superior conversion capability for Corel 8.0 documents saved in their native formats when compared to an identical document saved by Corel 8.0 users in an MS Word 97 format.

Word 2000 has superior conversion capabilities for converting Corel 8.0 documents from their native formats than does MS Word 97. Many conversions do not work without encountering errors, however.

In summary, it is to the distinct advantage of all MS Word users and Corel 8.0 users to request that Corel 8.0 users continue to save Corel 8.0 documents in their native formats for exchange with Word users.